Irregular telecom service in Assam

1191. SHRI BHADRESHWAR GOHAIN : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether Government are aware that the telecommunication service in Assam is quite irregular;

(b) whether Government are also aware that many of the new electronic exchanges are also not working for weeks together; and

(c) whether Government propose to set up an enquiry committee to enquire about these irregularities ?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU) : (a) No, Sir. The telecom. services are satisfactory.

(b) Some small rural exchanges may get temporarily interrupted due to prolonged power failures.

(c) No, Sir.

Case of delay in installation of telephones in Calcutta

1192. SHRI MOHAMMED AMIN : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether it is a fact that Calcutta Telephones have the largest number of cases of excess billings and delay in installation of telephones in the country;

(b) if so, whether it is also a fact that telephone officials are not easily available in the offices;

(c) what were the main points raised in the first ever open house session of the Calcutta Telephones (South area) held, recently, and

(d) what steps have been taken in this regard ?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) (i) No, Sir, Calcutta Telephones have fewer number of cases of excess billings.

(ii) Yes, Sir, in respect of pending work orders for the connections/shifts the position of Calcutta is not upto the mark.

(b) No, Sir.

(c) Main points raised in the open House session were as under :

(I) 168 complaints regarding faulty telephones and 41 complaints regarding non-execution of work orders were received from individual subscribers.

(II) Besides above individual complaints the following general points were also raised in the Open House Session.

(i) Problems of billing like excess billing, notice before dis-connection for non-payment of bills and provision of cheque collection boxes in exchanges.

(ii) problelms in meeting the Commercial Officers.

(iii) unhelpful attitude of subordinate staff.

(iv) Inconvenient visiting hours to meet the concerned officers for redressal of grievances.

(d) Steps taken by Calcutta Telephones are as under :

(i) All 168 faulty telephones have been attended to.

(ii) 7 work orders out of 41 have been executed and work is in progress to execute the remaining work orders.

(iii) In the Open House Session the procedure to mitigate the problem faced by subscribers regarding excess billing was explained.

(iv) Arrangement of collection of cheques exists in different exchange buildings.

(v) The officers are generally available during visiting hours i.e. 3 p.m. to 4 p.m. Those subscribers who are not in a position to meet the offi-